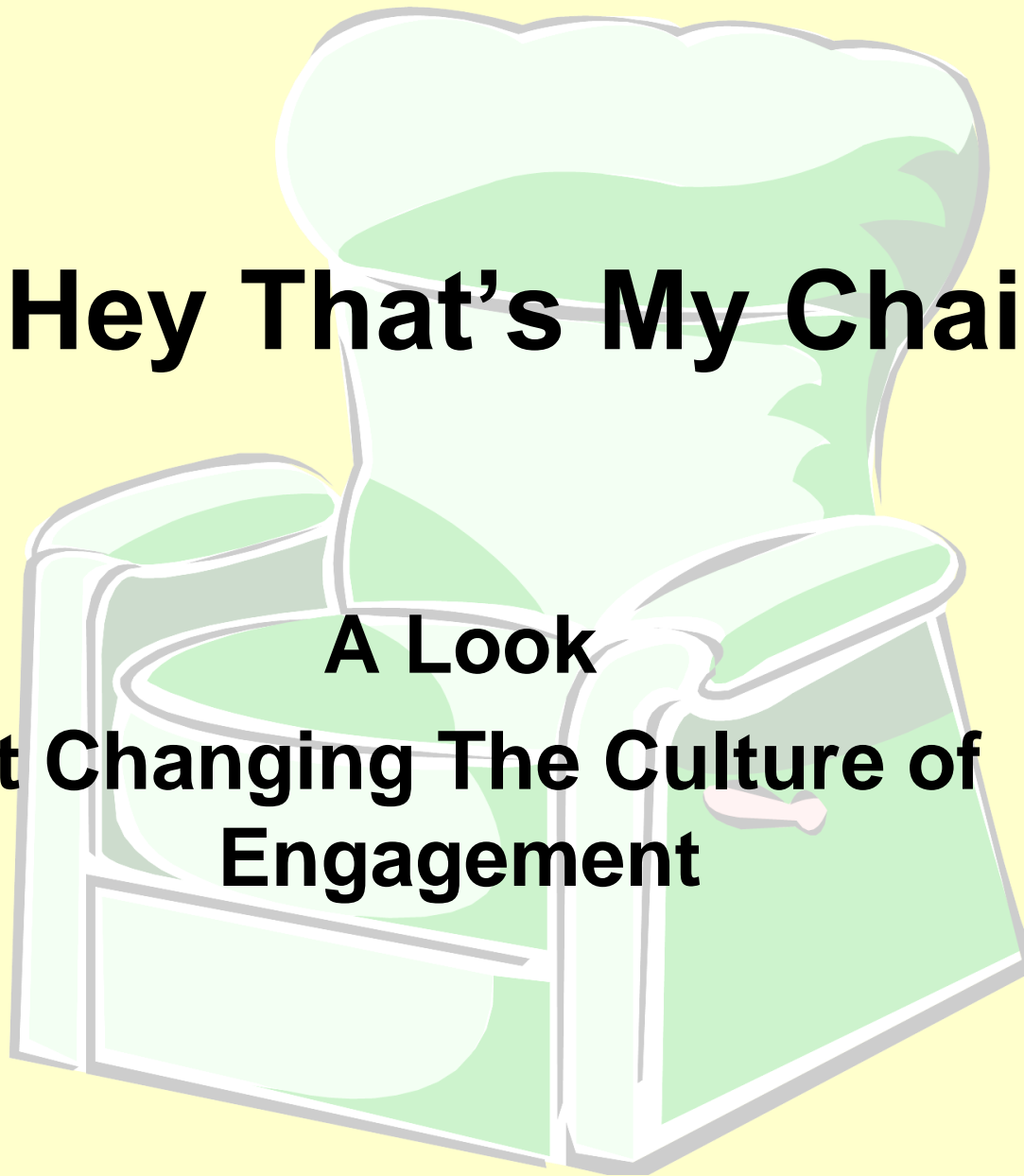


Hey That's My Chair

**A Look
At Changing The Culture of
Engagement**



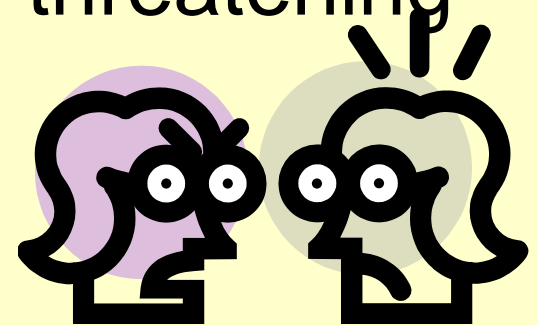
Rosen and Lachs

“Resident to Resident Aggression in Long Term Care Facilities:”

- Attempted to characterize the spectrum of RRA With a Focus Group Study of staff and Elders who could reliably self report.
- 107 participants
- 16 Focus Groups
- Staff (11 different Job categories)
- Elders

Two Most Common

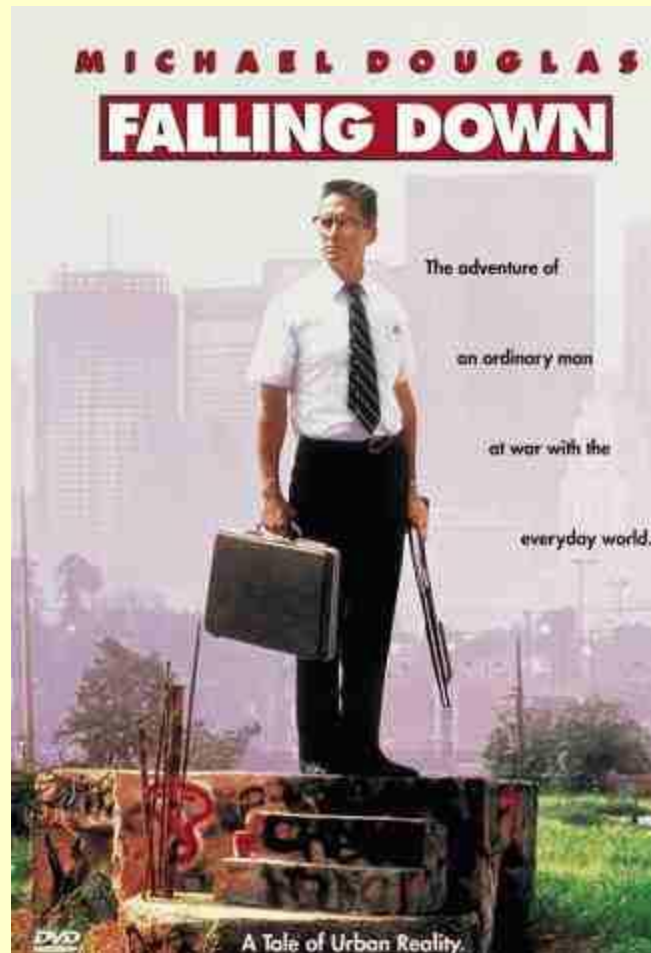
- 100% of the groups and 72% of the participants identified some form of “Verbal Abuse”, like yelling, or screaming or telling someone to “Shut Up”
- 94% of the groups and 64% of the participants discussed “Physical Abuse”, like pushing, hitting, physically threatening



Where and When

- Most Frequent in the Dining Room or Resident Rooms
- Most frequent in the afternoon
- Though it does occur through out the day and setting.

The Challenge is Determining Why



Normal Experiences

- Suffering losses - Family and Identity
- Physical discomfort
- Frustrated (not being allowed to go)
- Treated Rudely
- Threatened
- Can't get needs met



Triggers

- Territoriality (Hey That's My Chair)
- Impatience (Frustration)
- Loneliness (Loss)
- Yelling (Verbal abuse rude or threatening)
- Noise
- Dementia

Hey That's my Chair

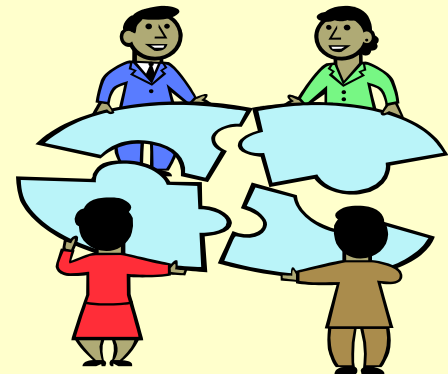
- “They think they’re always sitting in that chair that is their chair and if somebody sits there...”
- “...they own their chairs and if somebody’s sitting there and doesn’t want to move I’ve seen one person pick up her walker... thank God at that moment I was walking by”

The Question is.... “If”

- 80% to 90% of those living in Nursing Homes are afflicted with cognitive impairment
- How much of what we do “well intentioned” sets up triggers for aggressive behavior

From the Elders Point of View

- Environment (Set Up)
- Assessment (Do we know **Really Know** who we're dealing with)
- Approach (Valuing the Elder above what he/she has lost)

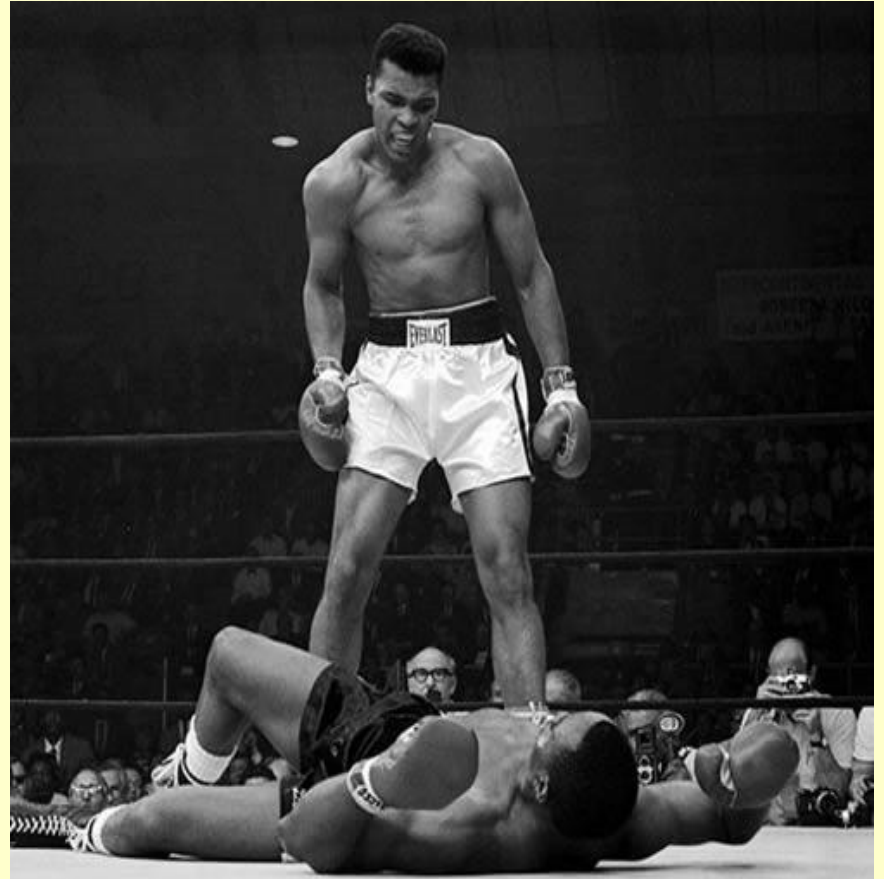


Smaller is Better

- Increases possibility of individualized care
- Less noise
- More opportunity for choice
- More opportunity for privacy

Getting Along

- “There is always something more pleasant to do than beat someone up”
- Mohamed Ali



Three Cards

Relationships

- Begin with assessment
- Involve all
- Foundation for nonpharmacy



Homes vs. Facilities

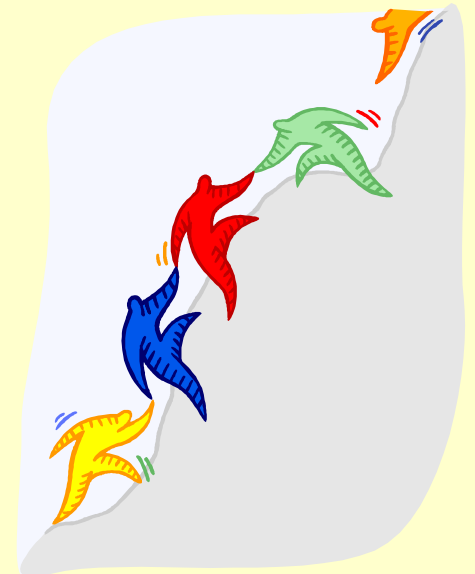


- Activities of Being
- Individual rhythms
- Choice and control



Simple Pleasures

- Meaning
- Highly individualized
- May depend on collaboration



Increased collaboration

- Improving our relationships with each other
- Empowering staff
- Increasing Choice and Control

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